

D. HOW BENEFITS ARE DELIVERED**WAC 388-412-0020 How cash assistance benefits are delivered.**

Depending on the circumstances of the assistance unit, the department decides when cash assistance benefits are:

- (1) Mailed by warrant to the address where clients live except when:
 - (a) The department redirects the benefit issuance to the local office;
 - (b) The department has established there are problems with receiving mail at the client's address;
 - (c) A client requests in writing that the benefit issuance be mailed to the local office, such as a homeless client without an address; or
 - (d) A client requests that the benefit issuance be sent to a temporary address for less than ninety days.
- (2) Deposited directly into an electronic benefit transfer account.

WORKER RESPONSIBILITIES**2. Post Office box:**

If a payee makes a written request for the warrant to be mailed to a post office box or to the CSO, the worker:

- a. Verifies the current living situation;
- b. Evaluates the justification for the request;
- c. Notifies the client of the decision;
- d. Makes the necessary changes in ACES, if approved;
- e. Notifies the appropriate staff of the address change;

- f. Documents the action taken; and
 - g. Creates an alert to review the situation at least once every six months.
3. **Redirecting warrants:**
- A warrant is redirected to the local office only when:
- a. An overpayment will occur and the client received advance and adequate notice of a change in grant amount; or
 - b. The warrant will not be received by the client.

WAC 388-412-0025 Issuing food assistance benefits.

- (1) An eligible assistance unit is issued benefits by means of:
 - (a) A food coupon authorization (FCA) card that must be redeemed for food coupons;
 - (b) Food coupons mailed directly to the client; or
 - (c) Electronic benefit transfers (EBT).
- (2) Clients are issued food assistance benefits during the first ten days of the month.
- (3) A client must redeem an FCA for coupons during the period that is specified on the FCA card.
- (4) Eligible clients applying on or after the 16th of the month are issued one allotment called a combined issuance that includes benefits for:
 - (a) The month of application; and
 - (b) The following month.

CLARIFYING INFORMATION**1. Staggered mailing of benefits:**

On-going benefits are mailed during the first ten days of the month corresponding to the last number of the assistance unit (AU) number. For example: If the AU number ends in one, the benefits are mailed around the first; if the AU number ends in 0, the benefits are mailed around the tenth unless:

- a. The day is a Saturday, Sunday or Monday, then the benefits are mailed on Saturday; or
- b. The day is a holiday, then the benefits are mailed on the last working day before the holiday.

4. Food coupons sent by certified mail:

- a. Food coupons of \$150 or more are mailed by certified mail. This means that someone at the address must sign in order to receive them.

5. High loss Zip Code areas:

Benefits are mailed using FCA cards in zip code areas where there have been many reports of loss of food coupons. See Appendix I for the high loss zip codes. Food coupons are still mailed to the following types of assistance units in the high loss zip code areas:

- a. SSI Assistance units;
- b. Non-assistance food stamp households with one of the following types of income:
 - (1) Social Security Benefits (old-age benefits & disability);
 - (2) Railroad Retirement;
 - (3) Any private pension;
 - (4) Veterans pension; or
 - (5) Disability payment that is service or non-service connected.

6. Types of allotments:

- a. An initial allotment is the first allotment issued to an assistance unit during a month.
- b. A supplemental allotment is any allotment after the initial allotment in a month including restorations. This does not include replacements.

2. Client requested held mail:

Normally the department requires that benefits and letters be returned if the post office knows that the client does not live at the residence. However, if a client requests the post office to hold their mail due to a temporary absence (i.e., vacation or hospital stay), the post office may hold the benefits and letters with the rest of the mail.

WORKER RESPONSIBILITIES**1. Combined issuance:**

Authorize one FCA that begins from the date of opening through the end of the second month of eligibility.

2. Redirecting food assistance benefits:

Redirect food assistance benefits to the CSO when:

- a. The client received advance and adequate notice that their benefits are being reduced or terminated but the changes have not been made;
- b. Homeless clients want to pick up their benefits in the CSO because they do not have a mailing address;
- c. Everyone in the assistance unit has died;
- d. The client is identified as needing necessary supplemental accommodations (NSA) and the case would otherwise be terminated; and
- e. There are multiple reports of non-receipt of benefits and the client must pick-up the benefits in the CSO because of an alternate delivery method.

ACES PROCEDURES

ACES generates Cash and Food Assistance benefits as well as Medical Assistance ID cards on a daily and monthly basis. Monthly issuance is run on monthly issuance deadline. See: ACES production calendar for this date each month. Benefits are generated and mailed centrally.

Warrants, EBTs, FCAs, and Medical ID card issuances are displayed in Benefit History. Access benefit history through the J menu.

1. **Redirecting Benefits**

- a. ACES automatically redirects cash and medical issuances in certain situations.

For example: ACES redirects benefits when a client receiving cash assistance fails to submit the monthly report or complete an eligibility review.

- b. ACES will automatically redirect Food Assistance issuances only when a client is flagged as NSA on the (ADDR) screen and the client has failed to perform the necessary actions in a timely manner.
- c. ACES will not automatically redirect benefits when a client does not follow through on a required action. Workers must manually redirect the benefits.

For example: A worker requests verification from a client and gives the client ten days to return the verification. The worker can track the time frame using alerts, but ACES will not redirect benefits as a result.

- d. ACES allows workers to manually redirect benefits to the CSO as follows:

- (1) From the main menu, select [H]. <TRANSMIT>

- (2) From the (HMEN), select [B]. <TRANSMIT>

- e. ACES will highlight fields with a red "?". Enter the AU ID for the benefits you want to redirect.

- f. Enter the valid value for the type of issuance being redirected. Press <F1>

for appropriate valid values. <TRANSMIT>

- g. The (IRED) screen displays. Confirm the date that benefits are to be redirected on the (Redirect Start Date) field and the (Redirect End Date) field. Adjust the date as needed:
 - (1) When redirecting a check to be issued today, Enter the current date in the (Redirect Start Date) and (Redirect End Date) fields.
 - (2) When redirecting an ongoing benefit, Enter the first day of the ongoing month in the (Redirect Start date) field. The (Redirect End Date) must be the last day of the month you want benefits redirected.
- h. Confirm that (Redirect CSO) field shows the correct CSO number for where you want benefits redirected. Adjust CSO number as needed.
- i. Enter the valid value for reason that you are redirecting the benefits on the (Redirect Code) field. Press <F1> for appropriate valid values.
<TRANSMIT>

NOTE: User-created redirects can be overridden by a system set redirect. If ACES overrides a user-created redirection of benefits, ensure that the next month's benefits are mailed or redirected as needed.

7. **Canceling redirected benefits:**

A redirection of the client's benefits can be canceled up until the ACES monthly issuance deadline for the benefit month. Changing the redirect info on ACES after deadline will change will affect the next month's benefits.

- a. Follow steps 1-4 in the Redirecting Benefits procedures above.
- b. The (IRED) screen displays. Enter [Y] in the (Redirect Cancel) field.
<TRANSMIT>